

Workforce Investment Act  
Technical Assistance Guide

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# **Supportive Services and Insurance**

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### **TECHNICAL ASSISTANCE GUIDE**

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# I. PARTICIPANT SUPPORTIVE SERVICES

Provision of Supportive Services is one of the allowable program services authorized in the Workforce Investment Act (WIA).

The term "Supportive Services" means services that are necessary to enable a participant, who cannot afford to pay for such services, to participate in activities authorized under WIA Title 1. Supportive services may include transportation, residential support, health care, financial assistance, drug and alcohol abuse counseling and referral, individual and family counseling, special services and materials for participants with disabilities, job coaches, dependent care, meals, temporary shelter, financial counseling, occupational testing and licensing fees and other reasonable expenses required for participation.

To enhance the availability of supportive services to participants, services should be coordinated with community organizations and other agencies. Some community organizations provide services at little or no cost to the participant. These resources should be examined and utilized prior to obligating WIA funds.

The award of WIA supportive services to participants is at the discretion of the case manager. The supportive service payment requires the case manager to document the need in the participant's file and submit documentation of need with the WIA Purchase Agreement-Individual Training Account form (WIA-04) unless the case manager summarizes the rationale and need for service within Section I of the WIA-04 form.

Case managers must ensure each individual supportive service cost:

- Is reasonable – both in cost and the item being purchased
- Is necessary to participate in WIA, or to obtain or maintain employment
- Is the last resort when utilizing WIA funds:
  - Participant cannot afford to pay for the expense
  - No other resources are available (family, community, other agencies)
- Is a required item (and not “nice to have items”) when assisting with payment of tools, books, and supplies, etc. *Employer or school tools, books, or supply lists must accompany the WIA-04 form*
- Is fully documented in the Plan or Case Notes.
- The need and rationale for the supportive service must be attached to the WIA-04 form or summarized in Section I of the form

Descriptions of various types of supportive services and guidelines for payments are fully detailed in the following sections of this technical assistance guide (TAG). Although the majority of categories do not have strict cost limits, the case manager must be aware of the inherent restrictions of the program's limited funds for *all* services, not just supportive services. Funds for each program (Adult, Dislocated Worker and Youth) may increase or decrease each program year and impact the office's overall service strategies. Case managers are encouraged to discuss program design, level of funding for various activities and supportive services, and numbers to be served with management and co-worker staff to ensure limits are applied consistently with all participants. Case managers

are also encouraged to continuously reach out to community resources to bolster supportive services capacity.

### **A. Required Forms:**

For new vendors who have not received payment/reimbursement from the WIA program at all, or for an extended period of time, a “Request for Taxpayer Identification Number and Certification” (Form W-9) must accompany the Purchase Agreement-Individual Training Account. Please access the “State Vendor File” in the WIA MIS Accounting section; if the vendor is listed, the Form W-9 is NOT required.

### **B. Supportive Service Bid Requirements**

Any supportive service purchase **exceeding \$10,000** requires prior approval from the Workforce Development Bureau.

Supportive service purchases made for or on behalf of participants that **exceed \$5,000** will require a minimum of **three** bids, obtained by phone, fax, or in writing from qualified sources. Awards shall be made to the bidder offering the lowest acceptable bid or quote. Documentation shall be maintained in the participant file for unacceptable quotes and efforts made to obtain bids, if less than three are generated.

Purchases for **less than \$5,000** may be made in accordance with good business practices and in the best interest of the purchasing organization. While documentation of quotes is required only for purchases that exceed \$5,000, “comparison shopping” for all purchases is appropriate.

The lowest bid should be accepted in most cases; if the case manager has reason to believe that the low bid will be of inferior quality, not delivered in a timely manner, or substandard for any other reason, the case manager may accept a higher bid.

### **C. Documentation**

Please include the following information in the participant file AND with the WIA 04 form:

- A description of the bid(s) not accepted (vendor, bid amount, date of contact)
- If the lowest bid is not accepted, the rationale for accepting the higher bid
- If the item or service is available from only a single source in the area, please note.

The Department of Labor maintains a separate payment file for each client; if the case manager has numerous small purchases of like items which add up to or exceed the \$5,000 criteria for the bidding process, failure to obtain a all-inclusive bid may be an issue unless records show the case manager could not reasonably have

known that purchases of like items would total the \$5,000. Documentation for each purchase is critical.

If purchasing a number of like items for several clients during the course of a program year, the case manager may limit redundant bidding by using the same bid information more than once. As an example, the case manager secures an all-inclusive list of tools for an occupational training course for a participant, obtains at least two bids and documents those bids. These bids may be used for any other participant enrolling in the same training course, needing those same tools, during that program year. As long as the bids are secured within the program year, the case manager will be in compliance with WIA policy.

## **II. GENERAL SUPPORTIVE SERVICES**

### **A. Dependent Care**

Child care or elder care for participant dependents may be necessary for an individual to participate in WIA activities. Before authorizing supportive service funds for dependent care, case managers should explore alternative dependent care programs that may be available in their area, such as the Idaho Childcare Program funded through Health & Welfare. If other programs are not available or appropriate, and supportive service funds are authorized for dependent care services, participants should be encouraged to use only licensed day care centers or licensed baby-sitters.

In the event of an emergency or when alternative acceptable dependent care arrangements are not available, the use of family members and/or in-home dependent care may be authorized. Justification of the decisions and circumstances must be fully documented in the participant's employment plan and forwarded with the payment request.

Requests for payment must be for services provided. These costs cannot be paid in advance. A participant attendance record must be attached, or section II must be completed on the purchase agreement, except when dependent care payments are based on a set monthly amount, rather than actual facility use.

### **B. Transportation**

Transportation expenses may be provided for participants to attend training, conduct out-of-area work search or relocate for employment. When transportation costs are authorized, the case manager may select from one of the following payment methods: mileage reimbursement, actual fuel cost or public transportation. When making this decision, the case manager should choose the most economical means available which reasonably meets the needs of the client.

Case managers should submit mileage confirmation from a recognized source such as [www.mapquest.com](http://www.mapquest.com) with the first transportation request. A new or

updated map is not necessary unless the client moves or changes his/her training location.

If transportation is contingent upon attendance (classroom training as an example) the client must verify his/her attendance by completing Section II of the purchase agreement or attaching a signed attendance record from the training site.

Additional requirements for out-of-area job search and relocation assistance can be referenced at numbers 7 and 8 of this section. Emergency situations will be handled on a case-by-case basis.

Note: The State Board of Examiners establishes a mileage reimbursement rate designed to cover fuel costs and anticipated vehicle maintenance such as tune-ups and oil changes. Since the maximum rate changes periodically, it may be viewed at:

<http://www.sco.idaho.gov/web/sbe/sbeweb.nsf/pages/trvlpolicy.htm#Appendix%20%22A%22>

Case managers may use this rate or negotiate a lower reimbursement rate but when the maximum mileage rate is chosen, supportive service funds cannot be used for routine maintenance costs. Automotive repairs could be an acceptable supportive service regardless of mileage reimbursement negotiated with participant.

## **1. Mileage Reimbursement**

- Negotiate a reimbursement rate (equal to or less than State Board of Examiner's rate)
- Prepare WIA-04 payable to participant with brief explanation stating why transportation is necessary for participant
- Include calculation (example: 50 miles roundtrip X .35 cents X 10 days = \$175.00)
- Ensure attendance verification, Section II, is complete or attach attendance record
- Attach mileage confirmation with first WIA-04

## **2. Actual Fuel Costs**

- Prepare WIA-04 payable to vendor or participant with a brief explanation stating why transportation is necessary
- Attach invoice or receipt(s)
- Authorized amount entered on the WIA-04 should include calculation (example: \$100.00 = 50 miles roundtrip X .40 cents X 5 days) not to exceed the maximum mileage rate allowed by the State Board of Examiners
- Ensure attendance verification section is complete or attach attendance record
- Attach mileage confirmation with first WIA-04

Payment can be made directly to the vendor or as a reimbursement to the client.

### **3. Local Job Search Fuel Costs**

Fuel purchases that are necessary for local job seeking activities are an allowable expense.

The WIA-04 general description section needs to identify the time frame covered for the fuel purchase. Example: Fuel necessary to conduct a local job search during the week of December 12-18, 2010.

An original receipt or invoice must accompany the WIA-04.

The participant's case file needs to reflect additional documentation for this purchase as well. Such documentation would include the participant's need to secure employment. Additionally, references to specific occupations or industries, travel limits, interview results, etc. will be referenced to support the vendor payments or participant reimbursement. These notes do not need to accompany the WIA-04 for payment processing unless circumstances are unusual or additional clarification becomes necessary.

### **4. Public Transportation**

If available and appropriate, public transportation may be authorized using the WIA-04. Again, a brief explanation stating why transportation is necessary for participation must be included in Section I. The WIA-04 would then be processed as a normal vendor payment or reimbursement to the client.

## **C. Medical Assistance**

As with all other supportive service costs, case managers should explore alternative funding sources such as Title XIX of the Social Security Act, the Lion's Club or programs of other service organizations before authorizing a supportive service payment to cover minor medical expenses. If other resources are not available, medical services such as eyeglasses or other minor services that are necessary to enable an individual to participate in WIA activities are allowed.

Contact a Grants Management Officer in cases where a participant's medical needs would not be considered "minor" by a reasonable person, e.g. surgical procedures, etc.

## **D. Residential Support for Out-of-Area Training**

Residential support to include lodging and meals may be provided to participants who attend training outside of their normal commuting area. Case managers will

limit residential support to; 1) short-term training that is not available in the local area, and 2) training for occupations that are in demand. Payments are limited to rates established by the State Board of Examiners, or actual expenses, whichever is less.

Participants who attend training outside of their local area may be reimbursed for transportation costs to and from training as well as round-trip travel during school vacation periods and summer /session breaks.

## **E. Tools, Books, and Supplies**

Items included as part of an Individual Training Account (ITA), and are necessary for participation in training, may be purchased with WIA funds. Such purchases must be a requirement of training; items that are recommended by an instructor but not required for every student are not normally supported with WIA funds. This is also true for training activities such as on-the-job training, internships, etc. If the training site requires that a trainee have uniforms, tools, etc., and does not provide such items for regular, employees or trainees, WIA funds may be utilized. Unusual or compelling circumstances may support an exception to this rule. Case managers are encouraged to call the Grants Management Unit in such cases.

## **F. Cash Assistance**

Although most supportive service payments are made directly to a vendor on behalf of a participant, some circumstances require cash payment be made directly to the client. This would be true when a vendor will not accept a WIA-04 or funds will be used to meet a one-time, unanticipated emergency that prohibits the participant from continuing or completing WIA services. WIA funds can only be used for allowable costs. Supportive service prohibitions and guidelines apply to cash payments in the same way they apply to vendor payments.

An explanation of circumstances must be included in Part I of, or attached to the Purchase Agreement. This explanation must include the following:

- Reason cash is required for the participant in lieu of a vendor payment.
- Itemization of what is to be purchased, including dollar amount.
- Rationale as to why the purchase is reasonable and necessary for the participant's continued participation in WIA.

## **G. Out-of-Area Job Search Assistance**

This service is designed to assist adults and dislocated workers in seeking employment in areas outside of their normal commuting distance. Case managers may authorize multiple job searches for a participant, with the following activity and cost limitations applied to each job search activity:

- a. Limitations for out-of-area job search: 90% of actual costs, up to a



maximum of \$600.

- b. The participant must have a reasonable expectation of securing employment in the job search area and must provide the case manager with verification of employer contacts.
- c. The case manager must include case notes or other participant file documentation which shows evidence that the employment sought by the participant in this occupation is not available and/or will not provide self-sufficient wages in the traditional labor market area.
- d. Reimbursable costs in this activity may include round-trip transportation, meals, lodging, and any necessary miscellaneous costs.
- e. Transportation will be by the most economical means available which reasonably meets the needs of the client.
- f. Mileage reimbursement, if a private automobile is the chosen mode of transportation, cannot exceed the rate currently authorized by the State Board of Examiners.
- g. Meal reimbursement cannot exceed the in-state or out-of-state (as applicable) per diem rates established by the State Board of Examiners.
- h. Lodging reimbursement cannot exceed the actual costs and must be based on single occupancy.
- i. The participant must provide the original lodging, gasoline, and miscellaneous purchase receipts to obtain reimbursement. If a per-mile reimbursement for transportation costs is utilized, the case manager must attached a mileage map and show the mileage computation on the WIA-04 section I in lieu of sending gas receipts.
- j. Cash advances of no more than 50% of estimated costs, not to exceed \$300, may be provided to the participant; such advances may not be requested more than five (5) working days prior to the commencement of job search activities. Case managers exercising this option should contact the Grants Management Unit if they are unfamiliar with advance procedures.
- k. Out-of-Area Job Search Assistance may be followed by Relocation Assistance if a job is secured, but these activities **may not** be provided concurrently.

## **H. Relocation Assistance**

Relocation Assistance is designed to enable participants to receive financial

assistance toward the cost of relocating themselves and their family to a labor market outside of their normal commuting distance. A variety of assistance may be provided in this activity, although the following limitations are in effect:

- a. Limitations on relocation assistance: 90% of allowable and actual costs not to exceed \$4,000.
- b. The actual relocation should be accomplished within a 60 day period, whenever circumstances allow. Case Managers negotiating relocation, which may require a period of time in excess of 60 days, should contact the Grants Management Unit for technical assistance.
- c. The relocation destination must be within the United States
- d. Relocation Assistance cannot be provided for acceptance of temporary employment.
- e. The participant cannot have previously received relocation assistance under any WIA program.
- f. A lack of suitable work in the labor market of residence must be documented. In addition, the participant must have received a bona fide job offer or have actually entered employment.
- g. Costs in this activity are limited to reasonable and necessary expenses of moving a participant and family to the new labor market.
- h. Reimbursable costs may include commercial moving of household goods and personal effects not exceeding a weight limit of 11,000 pounds.
- i. Allowable transportation costs in this activity may include the costs of a rental vehicle for moving household goods and effects, costs for the rental of an automobile dolly, trailer, or other similar conveyance, actual gasoline costs for rental vehicles or personal vehicles **or** reimbursement for gasoline expenses incurred during the relocation.
- j. Costs for lodging and meals may be provided to the participant and relocating family members. Lodging reimbursement will be based on the actual rate paid. Meal costs may be reimbursed at rates not to exceed the in-state or out-of-state per diem rates authorized by the State Board of Examiners.
- k. Reimbursement requests for gasoline, lodging, and rental/commercial moving vehicle costs must be accompanied by receipts. Mileage reimbursement, if provided in place of gasoline cost reimbursement, may not exceed the rate authorized the State Board of Examiners. If mileage reimbursement is used, submit proof of mileage instead of gasoline receipts. This may be in the form of a trip calculation for the shortest route

from an Internet travel information service such as MapQuest or Expedia.

- I. Calculations for mileage should be reflected in Section I of the WIA Form 04 in lieu of gas receipts.
- m. Cash advances of no more than 50% of estimated costs, or \$750, whichever is lower, may be provided to the participant; such advances may not be requested more than five (5) working days prior to the commencement of Relocation Assistance activities. Case managers exercising this option should contact the Grants Management Unit if they are unfamiliar with advance procedures.

## **I. Other Support**

Other goods or services that are necessary for a participant's continuation in WIA are allowed, unless expressly prohibited by law or otherwise restricted in this technical assistance guide.

General support may include: drug and alcohol abuse counseling and referral, occupational testing and licensing fees, job coaches, meals, clothing, temporary shelter, financial counseling and other reasonable expenses required for participation in the WIA program.

Needs related payments are not authorized.

## **III. INCENTIVES AND BONUSES - YOUTH PROGRAM ONLY**

Incentive and bonus payments are payments that are based on a participant's attendance and/or performance in accordance with the following criteria and policies.

**A youth participant may receive one or more of the bonus or incentive payments from the groups listed below, as appropriate:**

- a. \$50 will be offered to a youth participant as an incentive for each high school (core) credit earned with a minimum grade of a C (2.0 grade point average) as a result of WIA intervention. Cumulative payment of this incentive (at the end of each semester or school year as appropriate) will be applied towards the participant's core classes, which are defined as English (including speech), mathematics, science (physical/biological), and social studies. Participants must meet local school district attendance requirements to award this incentive. A maximum of \$300 per program year may be applied toward this incentive per participant.
- b. \$50 will be offered to Youth participants as an incentive for each GED section successfully passed while participating in the WIA Youth program. The participant will participate in training and receive the accumulated incentive once competency is attained. This means payment will be made once all GED exams have been

passed. The maximum payment is \$250. The High School Equivalency exam is not a part of this incentive.

- c. \$50 will be offered as an incentive to out-of-school, basic skills deficient youth for each area of literacy and numeracy in which they demonstrate an increase of one or more educational functioning levels based on their pre- and post-tests scores. This incentive amount will be paid upon receipt of the participant's post test scores that notes an increase in educational functioning levels.
- d. \$20 will be offered as an incentive to youth who are out-of-school and basic skills deficient that participate in the initial assessment (pre-test) for the Literacy and Numeracy measure. This payment will be paid upon receipt of the participant's scores from the pre-test.
- e. Incentives may be awarded to project-based programs for at-risk youth. Payments will be based on attendance and performance criteria. Specific requirements for project-based incentives must be included in the service provider agreement.

#### **IV. SUPPORTIVE SERVICE PROHIBITIONS**

- 1. Payment toward goods or services incurred or received prior to the participant's enrollment in WIA is prohibited.
- 2. Fines and penalties may not be paid with WIA funds under any circumstances.
- 3. WIA funds cannot be used to cover the cost of certain legal fees. If this type of assistance is contemplated, the Grants Management Unit must be contacted.
- 4. Bad debts cannot be paid with WIA funds; debts meet this definition at the point they are turned over to a collection agency for further action.
- 5. Interest expense cannot be paid with WIA resources. Revolving credit payments or other periodic loan payments are normally comprised of both interest and principal.
- 6. Payments for real or personal property that bears title (i.e. - automobiles, homes, etc.) cannot be made with WIA funds.
- 7. The purchase of goods or services that are illegal under any federal, state, local, or municipal law or statute cannot be made with WIA funds.
- 8. The purchase of cigarettes, alcoholic beverages or firearms is prohibited.
- 9. WIA funds cannot be used to pay for union dues or rental deposits.

10. WIA funds may not be used for foreign travel or training.

11. Payments for participant memberships, dues and subscriptions are not allowed unless it is a specific requirement of a training program, or necessary and reasonable as a condition of employment.

## **V. SUPPORTIVE SERVICE CAUTIONS**

1. If local service provider staff chooses to impose monetary supportive service limitations for any, or all, supportive service categories, the established limits must be applied consistently for all participants. Supportive service limitation policies need to be in writing and available for review by monitors or auditors.
2. Case managers must be very cautious of providing supportive service payments that are associated with standard living expenses, such as insurance premiums, utility payments, or rent payments. Although such payments are not strictly prohibited, case managers must fully support such payments as reasonable and necessary for the client to participate and that no other funds or assistance is available to provide these services.

### **A. Follow-Up (Post Exit) Services**

Supportive services may be provided to a participant after exiting from the program to assist with obtaining employment or employment retention. While a wide variety of services may be offered, these services should be limited to those necessary to obtain employment, ensure job retention, wage gains and career progress. The need for services should be clearly documented in the participant's case file.

### **B. Forms Completion Instructions**

#### **1. Purchase Agreement - Individual Training Account: WIA-04**

The WIA-04 was designed to meet a variety of payment requests. To simplify and expedite the payment process, case managers should use the guidance contained in this TAG along with the WIA-04 instruction sheet. The form and instructions are available in the Management Information. The WIA-04 may be saved to a computer. Case managers will then be able to data fill the areas that seldom change for a particular office, or create a new file for each participant if desired.

#### ***Section I Purchase Agreement Authorization***

Section I must be completed by the case manager with a description of the services or goods authorized. Section I includes a maximum authorized cost and an authorizing signature of the originating case manager.

Descriptions must provide enough information to determine what is being

purchased or authorized and to document the costs are reasonable and necessary. In authorizing a supportive service, the case manager is certifying the service is necessary for participation in training or for obtaining or maintaining unsubsidized employment.

Under no circumstance is it acceptable to initiate a WIA-04 without completing the "maximum authorized cost" and providing a description of the goods or services authorized to be purchased.

The maximum authorized cost is a projected amount by the case manager; whereas, the actual cost in section III is the actual amount charged for the service provided. If the cost of a service or product is expected to exceed the maximum authorized cost identified in Section I, the vendor must contact the case manager. If the case manager agrees to a higher cost, s/he must either initiate a new WIA-04 before services are provided or initial and date the changed amount on the original purchase agreement.

### ***Cost Code Category***

**Code A, General Training** - Use this code for the purchase of any training or training items related to basic skills, GED prep, or basic computer training.

**Code C, Individual Training Account (ITA)** - Use this code when purchasing any occupational training (tuition, books, supplies, tools, etc) from an eligible training provider that is listed on the State-maintained WIA Eligible Training Provider list. The participant must be enrolled in an occupational classroom training activity.

**Code I, General Support-** Use for car repairs/maintenance, utility payments, rent, clothing for interviews, follow-up costs such as uniforms, shoes, work clothing, and tools.

**Code L, Out of Area Job Search-** Use for costs incurred for an out of area job search activity. This includes transportation, meals, and lodging.

**Code M, Medical-** Use for any minor medical expense required for the participant to remain in the WIA activity; includes glasses, prosthesis repair, or other minor medical services that may be appropriate. Contact the Grants Management Unit if there are any questions concerning whether an expense is considered minor.

**Code N, Incentive/Bonus-** Use for payment of an authorized bonus/incentive award to an eligible Youth participant.

**Code R, Relocation Assistance-** Use this code for costs associated with a relocation. This includes transportation, meals, lodging, rental trucks, etc.

**Code X, Dependent Care-** Use this code for paying child care or adult care costs.

**Code Y, Transportation-** Use this code for costs associated with transportation, including gas, mileage reimbursement, or public transportation. This code should **not** be used for out of area job search or relocation.

### ***Section II Attendance Record***

The attendance record in Section II of the WIA-04 must be completed, or a separate attendance sheet/timesheet must be submitted with the WIA-04 when the supportive service payment is based on the participant's attendance in training. This is true for some types of dependent care, transportation/gas reimbursement, and residential support (room/board while in training outside the commuting area). Daily attendance certification for dependent care is not required if offered at a predetermined monthly cost which is unaffected by the number of hours/days service is provided.

Attendance requirements may also apply to incentive and bonus payments referenced in service provider agreements. If this is the case, the participant's instructor or supervisor must enter the dates covered in the authorization and a Yes (Y) or No (N) to reflect participant attendance on those dates. Actual hours must be entered if/when they are required to calculate an incentive, or bonus payment as required in the service provider's agreement.

### ***Section III Vendor Section***

Section III is completed by the case manager or the vendor depending on the supportive service authorized.

Vendor payments require an original itemized invoice accompany the WIA-04. When this occurs, an itemization of items is not necessary in section I.

With the exception of requests for payments of tuition, which may be submitted electronically, participants must sign the purchase agreement to document they have received the goods or services authorized.

These instructions apply to a participant reimbursement when the participant has obtained an itemized invoice that is marked "paid". Again, the invoice must accompany the Purchase Agreement.

## **2. Request for Taxpayer Identification Number and Certification: Form W-9**

The Department is required to provide Federal Employer Identification data to the Internal Revenue Service for payments made to on-the-job training (OJT) employers, institutional training providers, and supportive service vendors.

The Request for Taxpayer Identification Number and Certification, Form W-

9, is used to collect this information. . This form must be submitted with the first payment request if the vendor has never received WIA payments. The information will be maintained as part of a permanent record in the WIA Payroll Unit and will not need to be resubmitted. A W-9 form is not required for participant reimbursements or payments.

### **3. Purchase Agreement Checklist**

The following checklist is provided to help case managers review purchase agreements prior to sending them in for payment.

#### **Purchase Agreement Checklist**

- ☐ **The expenditure is reasonable and necessary to enable the participant to participate in WIA or to obtain or maintain employment.**
- ☐ **The participant cannot afford to pay for the expenditure and all other resources (i.e. family, community, other agencies) have been exhausted.**
- ☐ **Fund number matches participant's current activity in the Management Information System (MIS) and money is obligated in that activity for this purchase.**
- ☐ **Description of goods or services is very clear, indicating what is authorized for purchase, and, or, what the WIA-04 is authorizing payment for specifically.**
- ☐ **The need and rationale for this supportive service payment is fully documented in the case file and is summarized in section I of the WIA-04.**
- ☐ **Tools, Books and Supplies listed for payment is required for all students, and not just recommended or nice to have items. Supporting documentation is attached.**
- ☐ **Total actual amount is filled out and does not exceed the maximum authorized cost.**
- ☐ **Itemized invoice is attached and date of invoice is on or after the activity start date but prior to the completion date from that activity.**
- ☐ **Employer name, address and employer ID number is recorded and legible.**
- ☐ **Participant and vendor signatures have been obtained as appropriate.**
- ☐ **New vendor? If so, a form W-9 is attached.**
- ☐ **Submit completed WIA-04 and receipts, etc. to WIA Payroll.**



## VI. PARTICIPANT WORKER COMPENSATION COVERAGE

The Idaho Department of Labor, as the state's WIA Administrative Entity, has a Workers Compensation policy to cover WIA participants who receive wages and are enrolled in paid work experience and internships for work related injuries or accidents that occur at the work site.

It is important that participants be made aware of this insurance coverage prior to their first day of employment as they are required to notify their work/training site supervisor immediately in the event of an injury or work related illness.

If a participant is involved in a work related injury or illness there are three documents that must be completed and returned to Idaho Department of Labor accounting as soon as possible.

### A. First Report of Injury: IC Form FROI SIF

An IC Form FROI SIF, First Report of Injury form should be completed by the work/training site supervisor in consultation with the case manager. This form should be completed as soon as possible and returned to the Idaho Department of Labor WIA Fiscal-Accounting Bureau for processing.

This form and the instructions are available on-line at the following web sites. You may also contact the grants management unit for assistance:

**Form:** [http://www.idahosif.org/forms/froi\\_mail\\_fax.pdf](http://www.idahosif.org/forms/froi_mail_fax.pdf)

**Instructions:**  
[http://www.idahosif.org/read\\_about/first\\_injury\\_instructions.aspx](http://www.idahosif.org/read_about/first_injury_instructions.aspx)

**Procedure:**  
Do not submit the form electronically. Please mail the original document to the address below. A copy of the document should be retained in the participant's file and at the work/training site.

WIA Fiscal  
Accounting Bureau  
Idaho Department of Labor  
317 West Main Street  
Boise, ID 83735

### B. Notice of Injury And Claim For Benefits (Form WIA-30)

The WIA-30 form will be completed by the case manager and will notify the Grants Management Unit and WIA Fiscal-Accounting Bureau of the Administrative Entity that a participant is covered under the WIA Worker's Compensation policy. The

WIA-30 must accompany the completed First Report of Injury form.

***Form:***

This form is located in the WIA Management Information System's "Forms" section.

***Instructions:***

- a. Enter the full name of the participant.
- b. Enter the participant's social security number.
- c. Enter the month, day, and year the participant was injured (this date may be obtained from the IC-FROI SIF form.)
- d. Enter the name of the work or training site where the participant was engaged in WIA activities at the time of injury.
- e. Enter the full name of the participant's supervisor at the work or training site.
- f. Enter the telephone number of the work or training site.
- g. The authorized WIA case manager for the service provider must sign the form.
- h. Enter the name of the service provider organization and WIA cost center number.
- i. The Administrative Entity's fiscal officer will sign and date the form. The WIA case manager should leave this portion of the form blank.

***Procedure:***

This form should be attached to the Form IC-FROI SIF, First Report of Injury and mailed to:

WIA Fiscal  
Accounting Bureau  
Idaho Department of Labor  
317 West Main Street  
Boise, ID 83735

Duplicate should be retained in the participant's file.

## C. Employer's Supplemental Report To State Insurance Fund: IC Form

The case manager must complete this form when any of the following occur:

- The injured worker has returned to work regardless of the length of time unable to work; or
- The injured worker is unable to work after 60 days.

The Employer's Supplemental Report may accompany the WIA-30 and the First Report of Injury form if the injury/illness is of short duration and the employee has returned to work. If this is not the case, it must be submitted after 60 days if the employee continues to be disabled. The case manager is responsible for the completion of this form in consultation with the work/training supervisor and the participant.

As instructed in the following forms completion and instructions section, all forms related to a participant work related injury or illness should be mailed to WIA Fiscal-Accounting Bureau for review and distribution.

### ***Form:***

This form can be obtained from the following website:

<http://www.idahosif.org/forms/supplemental.pdf>

### ***Instructions:***

It is to be completed by the case manager and the participant. Form is self explanatory.

### ***Procedure:***

**Do not send to the State Insurance Fund** despite the instructions.

Original and one copy should be sent to:

WIA Fiscal  
Accounting Bureau  
Idaho Department of Labor  
317 West Main Street  
Boise, ID 83735

The WIA Accounting staff will forward to the State Insurance Fund. A duplicate should be retained in the participant's file

## **VII. PARTICIPANT INSURANCE – United States Fire Insurance Company**

The Idaho Department of Labor as the WIA Administrative Entity has a nominal insurance policy with the United States Fire Insurance Co. for each WIA participant enrolled in non-wage paying WIA activities such as assessment, job shadowing, basic and occupational skills training, and job search. This policy is not health insurance. This policy covers injuries or illnesses that are directly related to the participant's involvement in the activity. Monthly premiums do not accrue in the break activity. If a participant is enrolled in multiple programs or multiple non-wage paying activities, it only accrues once.

Additional health insurance information and options specific to occupational skills training are covered in the Occupational Skills Training (OST) TAG.

### **A. In The Event Of Injury**

If a participant is injured while participating in a non-wage paying WIA activity identified above, the case manager must take the following action:

1. The case manager will provide a United States Fire Insurance Co. claim form (attached at the end of this desk guide) to the participant. Unless the situation is an emergency, the form should be given to the participant prior to visiting a medical facility.

The form is completed by the participant with the case manager's assistance, representing the Idaho Department of Labor as a policy holder.

2. The participant returns the claim form to the case manager who certifies that the individual was participating in a qualifying activity at the time of injury.

The case manager or an official from the service provider organization must sign the "Signature of Organization Official" line.

3. The completed form, together with any doctor or medical bills, is forwarded to the administrative entity at the address below.

The completed form must be mailed within 15 days of the date of the accident. If any delay is experienced in obtaining medical or doctor bills, do not delay submission of the form. Medical bills may be forwarded to the Administrative Entity as they are received.

## B. Form Completion Instructions - United States Fire Insurance Co. Claim Form

### **Form:**



### **Instructions:**

#### Part I – Policyholder Report

The department's information has already been pre-filled. Case managers should assist the injured participant complete as many of the remaining questions in this section as possible.

#### Part II – Minor Claimant Information (for minors only)

The injured WIA participant's parents or guardians should complete this section with as much information as possible to ensure the claim is complete and so as not to delay the processing.

The injured participant or parent/guardian of the injured minor participant must sign the claim form to facilitate the claim.

*Questions regarding this form can be addressed to the Grants Management Unit.*

### **Procedure:**

**Do not send to the address noted on the claim form!** The original and one copy should be sent to:

WIA Fiscal  
Accounting Bureau  
Idaho Department of Labor  
317 West Main Street  
Boise, ID 83735

Additional Copy - Participant file